# LFI Learning from Incident: Mandatory Cross-Verification of Passport and Boarding-Pass

Dear all,

Following a recent incident where a passenger was incorrectly checked in and boarded using a reprinted boarding pass belonging to another passenger with an identical name, we would like to remind everyone that as frontline staff, you play a critical role in maintaining both operational accuracy and aviation security. It is essential that each of you strictly follow verification procedures when dealing with passenger documentation and baggage.

**Please ensure the following:**

1. **PASSPORT AND BOARDING-PASS MUST BE ALWAYS CROSS-CHECKED:**

- Always confirm that the name on the passport exactly matches the name on the boarding pass.
- Verify that the passport is valid and belongs to the person standing before you.
- Double-check the flight number, name, and destination before issuing any boarding pass.

For example, when you are printing or even re-printing a boarding pass for someone, never trust the printer, always ask the passenger for the passport, and make sure that the name on the boarding pass fully matches the name on the passport. Maybe the printer printed a wrong boarding pass, or maybe there is a passenger with similar name or surname and in the end passenger will have an incorrect boarding pass. If this was followed, the mistake could have been easily avoided.



Thank you for your cooperation!